

**DRAFT**  
**Employment Services Organization Advisory Committee (ESOAC)**  
**October 12, 2010 Meeting Minutes**  
**DRS Central Office**

**Members Present:** ESOAC Chair: Thalia Simpson-Clement, Chris Lavach, Robin Metcalf, Phil Black, Sharon Harrup, Mark Peterson, Bruce Phipps, Gary Juskowiak and Beth Dugan.

**Members Absent:** Emily Helmboldt, Sylvia Ross, Quintin Mitchell, Charles Layman and Nova Washington

**Guests Attending:** Alisha Meador, Karen Tefelski, Joanne Ellis, John Craig, Sharon Taylor, Veronica Rhame, Shirley Lyons, Dennis Brown, Dave Wilber, April Keeler, Chuck McElroy, Kelly Lambert, Heather Norton, Nicole Jewell, Ken Rush, Amy Thomas, Beth Tetrault, David Dean and Maureen McGuire-Kuletz.

**DRS Staff Attending:** Kathy Hayfield, Donna Bonessi, Al Jones, Judy Hill, Kirsten Rowe and Carrie Worrell.

**Call to Order:**

Thalia Simpson-Clement, Chair, called the meeting to order at 9:30 AM and asked that all present introduce themselves starting with the Committee members.

**Draft Minutes Review and Approval**

The chair asked if there were any changes or corrections to the minutes of the previous meeting. The approved minutes are available on the ESSP Website under Minutes at (<http://www.vadrs.org/essp/>).

**Commissioner Rothrock Comments:**

- Commissioner Rothrock discussed his recent joint appointment to serve as the interim Commissioner of Department of Aging. He discussed the complimentary nature of aging and disability services and opportunities to enhance both. He will be looking at ways to address long term care through collaboration between VDA, DRS, AAA, CIL's and ESO's. The Commissioner will be sending out a short survey seeking information from ESO's about their involvement in aging programs.
- The Commissioner stated that he will be holding a Joint Leadership Meeting on November 5th. Thalia Simpson Clement, Chair and Robin Metcalf have been asked to join the meeting representing the ESOAC.
- Match Requirements – the Commissioner stated that the agency is at risk of not being able to meet our federal match requirements for the VR program in 2012. Several options are being considered.
- October is National Disability awareness month. There are champion events being held around the state. Last week several project search sites were

- recognized. Sentara, Bon Secours, and VCU Medical Center. Wachovia and the Melting Pot were also recognized.
- Think Beyond the Label is a national campaign to help educate employers about hiring people with disabilities. They have been running commercials on MSBNC. Joe Ashley provided “Employer Tool Kits” for anyone who wanted to take one with them. Ethel Walker is the local contact for Virginia. Please visit [www.thinkbeyondthelabel.com](http://www.thinkbeyondthelabel.com) for more information and to download a copy of the tool kit.
  - The agency finished the year close to meeting its mark in terms of number of people who obtained employment. Several offices met or exceeded their marks. We will be working with offices that did not meet their goals to increase opportunities.

### **TESS Directors Update – Kathy Hayfield**

- Changes to the ESOAC Membership - Status of nominations for new ESOAC and LTESS Steering Committee Members – a few members terms are due to expire in October but will be extended until the discussion of merging the two committees is complete. The subcommittee of the two groups is meeting following the ESOAC and LTESS Steering Committee meeting.

Ms. Hayfield thanked Bruce Patterson (VA ACCSES) and Beth Tetrault (VA APSE) for their participation on the ESOAC and representation of their organizations.

- 2009 ARRA Grants – Ms. Hayfield stated that the twelve grants are wrapping up now. Good outcomes – very creative. Examples - services to Vets, people with ASD, establishment of a donut shop and new enclaves, expansion of Ability One contract, building jet engines in Hampton Roads...and other

CSAVR – VA is one of the states that have been acknowledged nationally for effectively and creatively spending its Stimulus funds. Ms. Hayfield will be presenting at the CSAVR conference in November – showcasing ESO projects.

- 2010 grant awards – Ms. Hayfield stated that six new contracts were awarded and began in September in areas of the state with 10% or higher unemployment. These new grants create jobs or placements in integrated settings paying minimum wage or higher (since this is the federal law in using 110 funds).
- Project Search – DRS and ESO’s have been actively involved in the Project Search model this year. The program provides an internship experience for school students with significant disabilities within one employment site – goal is employment. Project Search is a Partnership between a school system, DRS, ESO, and host business. Ms. Hayfield stated that Five ESO’s are involved this year in eight projects. Sites include Chesterfield Gov center, VCU Health System, St. Mary’s/Bon Scours, Sentara, and Carillion.

- Kathy Hayfield reported that several DRS staff are involved with DBHDS activities specifically working on The Creating Opportunities work groups looking at ways to improve supported employment in the state for both the SMI and ID populations. Ms. Hayfield also reported that TESS Staff continue their involvement with the State Employment Leadership Network (SELN).
- Ms Hayfield discussed that DRS is looking how to replace the current POS Process. The current process is cumbersome and time consuming. At the last meeting it was discussed that the POS would be replaced with a regional rate setting system using averages. In a meeting of volunteers it was determined that that is more complicated than originally anticipated. DRS is still committed to replacing the POS with a simpler process. However, the details of what that will be continue to need to be defined. TESS staff will continue to seek input from this group.

### **Public Comments**

Karen Tefelski asked if individuals may still join the group looking at POS/Regional rates. Donna Bonessi stated that any additional individuals who are interested may send an email to her indicating their interest.

Chuck McElroy clarified his understanding that no rates would go down if we went to a regional rate structure. Kathy Hayfield stated that is not necessarily the case.

Al Jones updated the group on the TANF grant award to DRS. DRS has received its 3<sup>rd</sup> three year grant. The department will continue to partner with ESO's to increase the service.

Bruce Phipps asked how many people have been served or what has been the impact of the program. Statistics for the most recent grant period are available through the third quarter, ending June 30, 2010. During this three year period; 1396 people were enrolled and 392 people entered into employment at an average hourly wage of \$9.03

### **Old Business**

#### **GWU TACE Program Update**

Dr. Maureen McGuire Kuletz, Director of the GWU TACE Program, discussed the recent ACRE training series. 175 people participated in the on site training. The first online course begins this week with 50 participants and the second online component will begin in early November with an additional 50 participants.

GWU has been awarded 3 academic grants

- Job Development and Job placement certificate program – these courses total 12 transferable graduate credits
- An Online and on Campus Masters Degree Program are also being offered. There is funding available for tuition expenses.

## **LTESS Data Analysis**

Dr. Dean began his presentation by briefly reviewing the earlier work he and his colleagues have done analyzing the use of supported employment and job coach training services by vocational rehabilitation (VR) consumers who applied in State Fiscal Year (SFY) 2000.<sup>1</sup> He then turned to the recent analysis of data on Long-Term Employment Support Services (LTESS) for the SFY 2000 applicant cohort, using data reported by ESOs to the LTESS administrative data system.

This analysis includes 840 VR applicants from SFY 2000 who subsequently received LTESS **for the first time**. Approximately 600 received only follow-along, 200 received only extended employment services (EES), and 40 received both at some point between SFY 2000 and April 2010. The remainder of Dr. Dean's report focused on the 596 individuals who received **only** follow-along between SFY 2000 and 2010. Demographics of this group included:

- 596 individuals from SFY 2000 applicant cohort
- Average of 30.7 years old at DRS application in SFY 2000
- 56.5% male
- 47.8% with high school degree equivalent or greater
- 32.9 % receiving Supplemental Security income from Social Security
- 262 (48%) with cognitive impairments
- 80 (13%) with anxiety disorders
- 91 (15%) with schizophrenia/psychotic disorders
- 40.1% with a secondary disability

In each year following their SFY 2000 application for VR services, less than 50% of these individuals received any follow-along services; Dr. Dean presented a graph that showed their participation rates stabilizing at approximately 30% each year from 2005 on. Another chart showed that the average annual service costs were between \$1,000-\$2,000 each year, with declines in the two most recent years (likely due to LTESS funding reductions). In contrast, participants' average annual earnings (for those who had at least one month of earnings during the year) increased substantially, from less than \$4,000 in the first year to around \$7,000 per year from 2005 on.

Dr. Dean also reported that he and his colleagues used the LTESS data to derive a monthly "wages per hour" rate for each participant, and a monthly "service cost per hour worked" by participant. For the approximately 120 months of available data, hourly wages averaged around \$8.00, while hourly service costs averaged around \$2.00 (with a decline in recent months to under \$2.00/hour). Dr. Dean used these data to derive a benefit-cost ratio of about 3.5 for follow-along services (i.e., each \$1.00 spent for follow-along services were matched by about \$3.50 in earnings).

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<sup>1</sup> See earlier ESOAC minutes for reports of Dr. Dean's presentations on the results of these analyses.



Dr. Dean reported that he and his colleagues are currently finalizing the analysis of LTESS administrative data on individuals who received EES, and will report on this at next ESOAC meeting. They will also be combining VR services data and LTESS data for further analysis in 2011, and will be seeking ESOAC input in designing their planned return-on-investment study of supported employment.

Robin Metcalf asked if this information can be used at the Virginia General Assembly to advocate for more LTESS funds. The response was yes.

### **New Business:**

#### **CARF Requirements Questions**

Several vendors have had recent CARF surveys and questions have arisen about Situational Assessment (SA) and whether or not ESO's can be accredited to provide SA under Community Employment Services. Donna Bonessi advised the group that she will be in contact with CARF to answer any questions vendors may have.

It was pointed out that if ESO's are able to clearly explain why they are doing certain activities such as SA under certain standards the surveyors will have less questions.

John Craig stated that ESO's follow seamless services under Community Employment and Organizational employment and that DRS should not be prescriptive about what ESO's need to be accredited in.

Dave Wilber stated that for each state there are Surveyor Stat sheets. It would be helpful to know what is on Virginia's sheet for surveyors.

### **Public Comments**

Donna Bonessi asked for volunteers to look at the ESO Survey report presented by Tim Olive last meeting. Please send your name to Donna if you are interested.

**Adjourn** The Chairperson adjourned the meeting at 12:00 PM

### **2011 Meeting Schedule:**

The 2011 meeting schedule was developed

January 11, 2011

April 12, 2011

July 12, 2011

October 4, 2011 – (note this is changed from the standard second Tuesday of the month.)

Note: VTC sites at Abingdon, Roanoke, Portsmouth, Danville and Fairfax will be available.

**Attachment A**  
**David Dean Presentation**



# Use of Long-Term Employment Support Services by VR Consumers

Dr. David Dean, University of Richmond

*Presentation to the Employment Services  
Organizations Advisory Committee*

Richmond, Virginia, October 12, 2010

## Background

- Earlier analysis of supported employment (SE) focused on VR applicant cohort in SFY 2000
- Reported on use of supported employment and job coach training services (JCTS) by VR consumers who applied in 2000
- Examined VR service costs and employment outcomes (both pre- and post-closure) for those who received SE &/or JCTS

## Background (cont.)

- Recently accessed DRS data on Long-Term Employment Support Services (LTESS) for the SFY 2000 applicant cohort
- Currently examining just LTESS data, before combining with VR services data for “big-picture” return-on-investment study

## Current LTESS Analysis

- Includes VR applicants in SFY 2000 who subsequently received LTESS **for the first time** (through April 2010)
- LTESS recipients could receive long-term follow-along **and/or** extended employment services (EES)
- About 600 received only follow-along, 200 received only EES, 40 received both at some point during the approx. 10-year period

### LTESS participants from SFY 2000 DRS applicant group

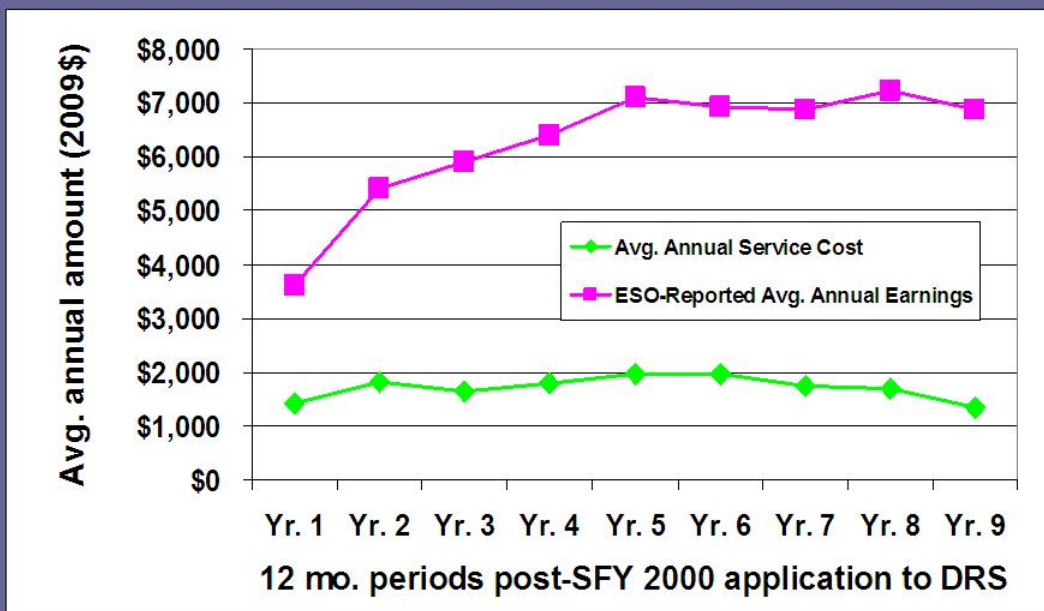
	Mean	Median	Low	High
Avg. no. months employed/served (out of approx. 120 mos.)	26	14	1	108
Avg. per-person expenditures over the period	\$8,188	\$3,022	\$31	\$93,421

***NOTE:*** The rest of this report focuses on individuals who received **only** follow-along between SFY 2000 and 2010

## Who Gets Long-Term Follow-Along?

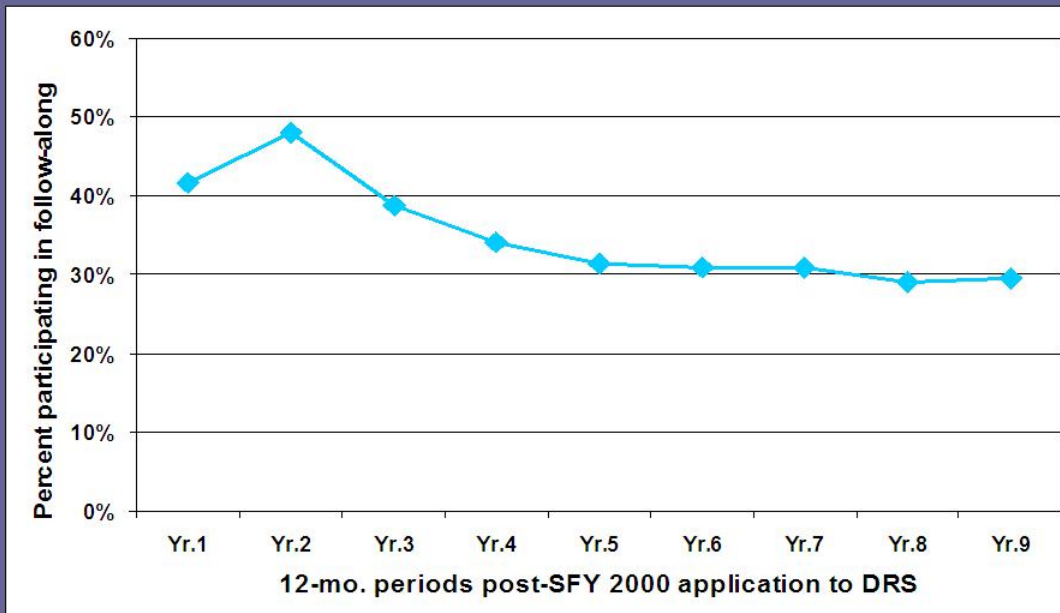
- 596 individuals from SFY 2000 applicant cohort
- Average of 30.7 years old at DRS application
- 56.5% male
- 47.8% HS degree equivalent or greater
- 32.9 % on SSI
- 262 (48%) with cognitive impairments
- 80 (13%) with anxiety disorders
- 91 (15%) with schizophrenia/psychotic disorders
- 40.1% with a secondary disability

## Average Annual Follow-Along Service Costs vs. Average Annual Earnings

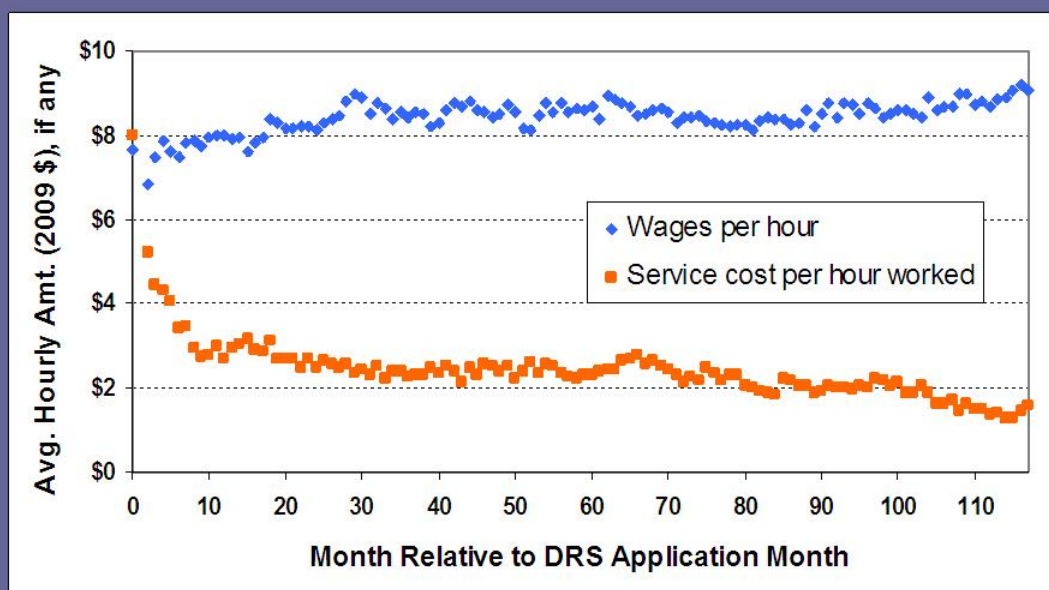




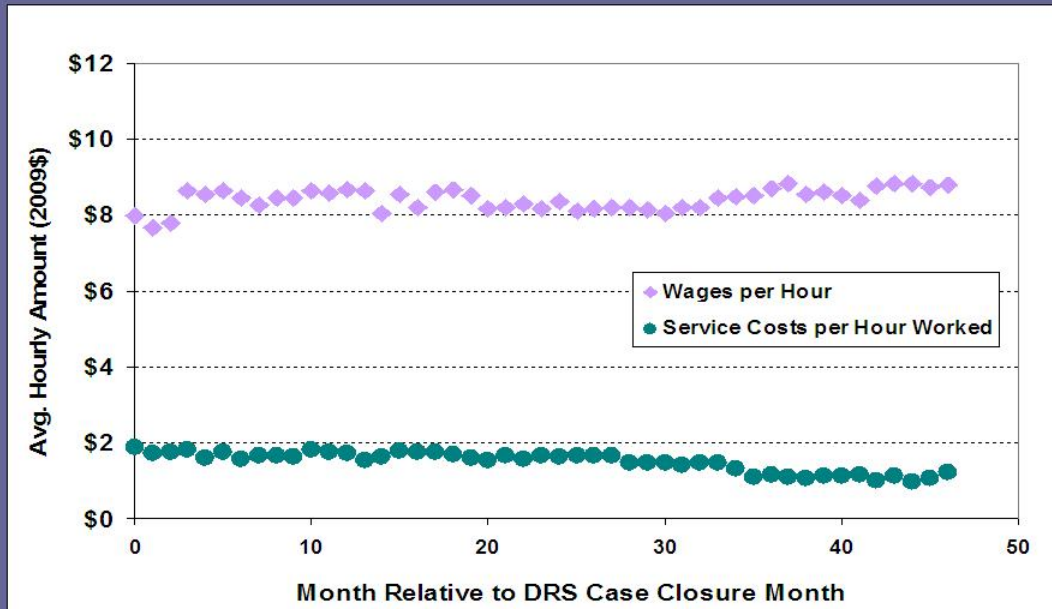
## Annual Follow-Along Participation Rates, as reported by ESOs



## Average Hourly Follow-Along Wages and Service Costs, 2000 Applicant Group



## Average Hourly Follow-Along Wages and Service Costs, 2006 Closure Group



## Calculating Benefit-Cost Ratios for Follow-Along (SFY 2000 Applicants)

Interest Rate	3%	5%	7%
Present Value (PV) of Wages	\$860	\$778	\$707
PV of Services	\$242	\$221	\$202
Net PV	\$618	\$557	\$505
Benefit-Cost Ratio	3.55	3.52	3.50

## Next Steps

- Currently finalizing analysis of LTESS data on individuals who received EES – will report on this at next ESOAC meeting
- Will be combining VR services data and LTESS data for further analysis in 2011
- Will get input from ESOAC in designing return-on-investment study of supported employment



# rehabilitation counseling

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**APPLY NOW for SPRING 2011!**

## rehabilitation counseling (online or on-campus)

*Master of Arts in Education and Human Development*

This 48-credit hour program prepares students to become skilled professional practitioners to help persons with disabilities to become empowered and to be fully included in society. The rehabilitation counselor helps the consumer to develop and implement plans for independent living, employment and overcoming barriers to living a full and satisfying life. The program, which is accredited by the Council on Rehabilitation Education (CORE), is ranked 6th in the nation by *U.S. News and World Report*. Specializations are offered in psychiatric and substance abuse disabilities, as well as multicultural and bilingual rehabilitation services. Courses are offered at the Foggy Bottom campus and online.

For more information, visit <http://gsehd.gwu.edu/Rehab+Counseling+Programs>.

- Professional and Ethical Orientation to Counseling
- Counseling Interview Skills
- Career Counseling
- Theories and Techniques of Counseling
- Group Counseling
- Social and Cultural Dimensions of Counseling
- Foundations of Rehabilitation and Case Management

- Disability Management and Psychosocial Rehabilitation
- Job Placement and Supported Employment
- Medical and Psychosocial Aspects of Disabilities
- Practicum/Internship in Counseling
- Advanced Internship in Counseling
- Introduction to Quantitative Research
- Vocational Assessment of Individuals with Disabilities

## job development job placement (online only)

*Graduate Certificate*

This is an educational training program designed for state, federal, non-profit and community-based rehabilitation professionals to enhance their ability to assess and place people with disabilities into employment settings. The program includes four courses that help students improve job placement outcomes for consumers and further the student's career in rehabilitation services. The program is 12 credit hours and offered online.

### required courses:

- Social and Cultural Dimensions of Counseling
- Foundations of Rehabilitation and Case Management

- Job Placement and Supported Employment
- Vocational Assessment of Individuals with Disabilities

• [www.gsehd.gwu.edu](http://www.gsehd.gwu.edu) •

## details

### key faculty

**Kenneth Hergenrather:** Director, Rehabilitation Counseling Program

**Jorge Garcia:** Professor of Counseling

**Scott Beveridge:** Assistant Professor of Counseling; Director, Forensic Rehabilitation Counseling Graduate Certificate Program

**Maureen McGuire-Kuletz:** Associate Professor of Counseling; Director, Center for Rehabilitation Counseling Research and Education

**Robert Froehlich:** Adjunct Professor of Counseling; Assistant Director, Center for Rehabilitation Counseling Research and Education

### application and admissions

Applications must include two letters of recommendation, a 1-2 page statement of purpose, official transcripts from all institutions attended, a resume and GRE or MAT scores. To be admitted to the program, degree candidates must meet the admissions criteria established by the University, the School and the program. Applicants who are citizens of countries where English is not an official language are also required to submit either TOEFL or IELTS scores. Certificate admissions requirements may vary. For more information please visit: [gsehd.gwu.edu/Applications](http://gsehd.gwu.edu/Applications).

### financial assistance

GSEHD offers a limited number of graduate administration and research assistantships, tuition fellowships and support from endowment funds for students. All awards are merit-based. For more information about tuition support, please visit [gsehd.gwu.edu/Tuition+Support](http://gsehd.gwu.edu/Tuition+Support).

## contact us

Carrie Barone

✉ [cebarone@gwu.edu](mailto:cebarone@gwu.edu)

☎ 202. 973.1550

🌐 [gsehd.gwu.edu/chos](http://gsehd.gwu.edu/chos)

**Link for**

**Think Beyond the Label Employer Tool Kit**

**[www.thinkbeyondthelabel.com](http://www.thinkbeyondthelabel.com)**